



Greater Orlando Organizational Development Network

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The GOOD News

A Day in Open Space Technology: A Play within a Play April 2009 Bi-Monthly Meeting

At the April GOOD meeting, Carol Emmett of Communication Applications, Paul DePalma from Business Works, and Larry Birkes of The Birkes Consulting Group led GOOD members and guests through a day in Open Space Technology.

Four Principles:

1. Whoever comes are the right people.
2. Whatever happens is the only thing that could have.
3. Whenever it starts is the right time.
4. When it's over, it's over.

Law of Two Feet:

If, during the course of the gathering, any person finds



himself or herself in a situation where they are not learning nor contributing, they must use their two feet and go to some more productive place.

True to Open Space methodology, participants decided what issues were

important enough to address and what questions were crucial enough to answer. These discussions continued after the meeting on LinkedIn in the GOOD Network

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*Are you linked in?
Join the GOOD Network LinkedIn group.*

The Lewin Center Announces Bob Marshak Book Launch

GOOD Announces Hosting Bob Marshak in October!



Bob Marshak's newest book, **Organizational Change: Views from the Edge** will be launched at two intimate, salon-style afternoons sponsored by the Lewin Center. Bob is one of OD's best-known thought leaders and his provocative and interactive presentations will draw on ideas covered in his new book. *And if you can't make the event below, GOOD Network will be hosting Bob Marshak at our October meeting...more details to come soon on this!*

Sunday, June 7, 2009, 2:30 pm to 5:30 pm on *OD: Current Dilemmas and Future Directions* offers reflections on some of the current questions and future directions impacting the field of OD.

Sunday, June 14, 2009, 2:30 pm to 5:30 pm on *Exploring the Dialogic Turn in OD* advances Bob's proposition that there are now "diagnostic" and "dialogic" forms of OD, outlines their dimensions and explores implications for theory and practice.

Place: Watermark Place, 10001 Windstream Drive, Columbia, Maryland

Cost: \$50 for one afternoon and \$75 for both afternoons.
Paid reservation includes the purchase of one copy of Bob's new book.

Register now by phone 513-271-3362 or email blumrusk@aol.com

Questions? edieseashore@comcast.net or jonesb@jonesb.cnc.com

Robert J. Marshak, Ph.D. is Senior Scholar in Residence for the AU/NTL MS in Organization Development Program at the School of Public Affairs, American University, Washington, DC, and maintains a global consulting practice. Bob has received many honors in recognition of his contributions to the field of organization development as a consultant, educator and author.

The Lewin Center, founded in Bethel, Maine, in 2006, honors the legacy of Kurt Lewin (1890-1947) a prominent social psychologist. It provides a mindful, inquiring environment for groups of students, scholars, educators and practitioners in the broad field of social science with focus on the applied behavioral sciences to further the rich legacy of Kurt Lewin and to build on the decades of pioneering work of the NTL Institute through research, actions and publications.



Welcome Kathleen Murphy to the GOOD Leadership Team!

Kathleen Murphy has joined the Leadership Team as our newest Co-chair of Communications assisting with the development of the updated version of www.goodnetwork.us to debut at our August meeting.

Kathleen is current working in Training and Org Development at SunGard Public Sector, and she is President of Total Human Resource Solutions, Inc.

Thank you Kathleen for dedicating your time to serve our organization!



We're Growing: Welcome New GOOD Network Members

Ziegler, Joan	Destination Express
Eves, Laurie	PRC
Watson, Sandra	SunGard Public Sector Inc.
Pai, Kathleen	Lockheed Martin
Griffin, Scott	Orange County Government
Urquhart, Steve	Workforce Florida
Jefferson, Alphonso	Orange County Clerk of Courts
Yanovitch, Teri	T.A. Yanovitch, Inc.

GOOD Network Member Spotlight

Peggy Jackson, Right Management

Please briefly describe your company and the role you play as an OD professional.

I do both organizational and career consulting, working both as an associate with Right Management and on an independent basis.

What is your favorite part of your job as an OD professional?

When I see teams really make a tangible change in their performance after a team development activity or I see a new leader that I've coached "take the reins" effectively.

What is your area of expertise in OD?

Most of my experience has been in new leader coaching, leadership transition facilitation, team development facilitation utilizing FIRO-B, and organizational talent management planning. I've also done work in acquisition integration and organization restructuring processes as they relate to human capital.

Describe the OD hot topic that you are most interested in right now.

Using behavioral economics theory and social networking technologies to drive change in organizations.

What is the greatest benefit of GOOD membership for you?

The deep content that isn't available anywhere else locally. The warm culture and truly supportive network is great too!



April Meeting: Open Space Technology (continued from page one)

LinkedIn Group. Visit the Member Forum Section of www.goodnetwork.us to read the full proceedings from these GOOD member inspired topics:

- **Streamlining and making more effective employee survey processes**
- **How can we use Behavioral Economics to affect change in our organizations**
- **Providing international interventions without ethnocentric biases**
- **Using virtual technology for OD interventions**
- **Respectfully and appropriately explain our work to others (in companies or during a search).**



Article of Interest: 7 Ways to Keep Employees Motivated During Layoffs by Joel Garfinkel

- 1. Tell the truth.** Be honest with your employees. The more honest you are, the more they will feel supported and less fearful. Many will fear the worst and if you share an honest picture about what's going on, the worst isn't as bad as they may think.
- 2. Share the entire situation with them.** Tell them everything you know. The more knowledge and information they have about what is really going on and what is actually happening, the easier it is for them to accept the situation. And don't be afraid to admit the things you don't know.
- 3. Treat them as you would like to be treated.** Appreciate what is going on for them. They know that layoffs are occurring and they could be next. As you treat your employees as you wish to be treated, you will respond directly to their actual issues, concerns and insecurity.
- 4. Focus on the future.** By focusing on the future, you will help motivate them toward something positive. Help them become aware of the promising things, projects, activities and ideas that they could look forward to. You want them to get excited about something in the future.
- 5. Identify what is positive now.** Even though the current situation may look bleak, remind them that they have a job and the business is still solid. As they embrace their current job security, they will find that they can continue to develop and grow in their current positions. By focusing on improving the current situation, you can seize on opportunities that weren't present before.
- 6. Teach them how to work with less.** With less staff, resources and the need to get done more with less, your employees will need to know how to navigate this type of situation. Learning how to delegate more, find initiatives that you can get involved in and share the projects with others. Also, look for low priority work that can be delayed or eliminated.
- 7. Share the workload.** Workload is a huge concern. Your employees are probably wondering, "I'm already overwhelmed. How can take on any more?" Sit down with your boss and see how you can re-allocate the work so it spreads more evenly across the people in your group. You'll reduce stress by having a more balanced workload.

GOOD Network Quarterly Book Club

GOOD readers met Monday May 4th at Jason's Deli to discuss *Fake Work: Why People Are Working Harder than Ever but Accomplishing Less, and How to Fix the Problem*.

The discussion touched on several topics:

1. What is or isn't "fake work"...If you aren't getting your ideas and information to your end user, is that considered fake work?
2. Can we really avoid fake work in the current economic situation?
3. Do individuals have the courage and a solution-based approach to "call out" fake work on an organizational level?

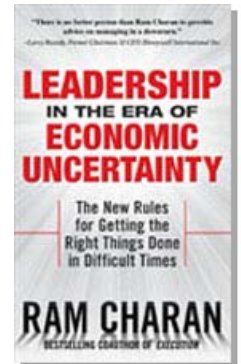
Don't miss the next GOOD Network Book Club Meeting!

Monday, July 20th at 6:30 pm at Jason's Deli

Book Selection: *Leadership in the Era of Economic Uncertainty: The New Rules for Getting the Right Things Done in Difficult Times* by Ram Charan

Learn more about the book and the author at:

http://www.ram-charan.com/leadership_economic_uncertainty.htm



GOOD Special Interest Groups (SIGs)

The GOOD Network continues to grow and evolve in order to support the development needs of its members. An example of this growth will be the implementation of Special Interest Groups to address OD/LD topics not covered in our bi-monthly meetings.

The Leadership Team is currently developing the format and structure of these groups, with the goal of launching the first SIG late Q3. Look for further announcements on this over the summer, and contact Patricia Wallace: patricia.wallace@disney.com, or Jerry Salsburg: publican2@sbeo.net with your ideas and suggestions.

Development Opportunity at Valencia: "Toxic Leadership—The Enemy Within"

Program Overview:

The defining characteristic of the 21st century is an inordinate focus on work. In the complex and well-nuanced landscape of organizational behavior, good leadership should be considered a moral imperative while bad leadership should be viewed as a virulent social disease. The impact of toxic management often goes unchecked in organizations of all types until the company or organization fails. This interactive course presents a new paradigm for combating Toxic Leadership in the workplace and is appropriate for management and staff at all levels.

June 25th 2009 8:30 a.m. to 5:00 p.m. West Campus Building 8

<http://valenciaenterprises.org>



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Organizational
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WE'RE ON THE WEB!

WWW.GOODNETWORK.US



Founded in 2003, the Greater Orlando Organization Development (GOOD) Network is an organization for Organization Development (OD) professionals who are dedicated to continuous learning and sharing of best practices, tools, and techniques.

GOOD Bi-Monthly Meeting Schedule for 2nd Half 2009

Note: All meetings run 8:30am-12:30pm

- **Friday, June 12th, 2009** - Best Practice Sharing Session (multiple speakers)
- Location: Schenck Company (off John Young Pkwy west of College Park)
- **Friday, August 14th, 2009** - Web 2.0/Social Networking/Technology and the Relationship to OD (also Intro of New GOOD Website)
- Speakers: Pam Barry, Kathy Potts, Jenna Papakalos, Kristin Chase
- Location: Hilton Grand Vacations (Metrowest)
- **Friday, October 9th, 2009** - Bob Marshak
- Location: Fiserv (Lake Mary)
- **Friday, December 4th** - InfoTool (Assessments/Metrics)
- Speakers: Stan and George Labovitz
- Location: Universal Orlando

In April, GOOD Members and their guests had a great time at the Orlando Museum of Art and Dexter's in Winter Park for our annual Social/Networking Event.



Events and Conferences

OD Network Conference 2009
Advancing the Theory and Practice of OD
October 18 – 21, 2009
Seattle Washington
Sheraton Seattle

2009 SHRM Annual Conference and Exposition
New Ideas. New Orleans.
June 28 – July 1, 2009
New Orleans, Louisiana